Yukon
Government

Client Satisfaction Survey 2006

Social Assistance Branch, Adult Services

Department of Health and Social Services

Prepared by
Yukon Bureau of Statistics

September, 2006

Results from the Client Satisfaction Survey 2006

Yukon Adult Services Unit, Social Assistance Branch

Department of Health and Social Services

September 2006

Prepared by
Yukon Bureau of Statistics
Executive Council Office

2007-02977/

This report was produced by the Yukon Government's Bureau of Statistics, which is a branch of the Government's Executive Council office. The Bureau was working for the Social Services branch in the Department of Health and Social Services which commissioned this report.

Please note, permission is granted to use the contents of this publication provided acknowledgement is given to:

The Department of Health and Social Services, Social Services Branch
Yukon Government

For further information about the *Social Services Branch Client Satisfaction Survey*, contact:

The Department of Health and Social Services
Adult Services Unit, Social Services Branch (H-4)
Attention: Tim Brady, Manager, Adult Services Unit
Phone: (867) 667-5691
Email: tim.brady@gov.yk.ca

For further information about the activities or publications of the Yukon Bureau of Statistics, contact:

Government of Yukon
Executive Council Office
Bureau of Statistics (A-8C)
Box 2703
Whitehorse, Yukon
Y1A 2C6

Phone: (867)667-5640 or callers outside Whitehorse but within Yukon call 1-800-661-0408 ext. 5640
Fax: (867) 393-6203
Email: ybsinfo@gov.yk.ca
Website: http://www.gov.yk.ca/depts/eco/stats/index.html

Contents

Introduction 1

Methodology 1

Executive Summary 2

- Reception/Front Office Staff 2
- Case Managers 2

Overall Details 4

- Reception/Front Office Staff 4
- Case Manager 9

Long-Answer Questions 14

Whitehorse / Communities Comparison 18

- Reception/Front Office Staff 18
- Case Manager 23

Appendix: Client Satisfaction Survey form 28

Introduction

The Adult Services Unit of the Social Assistance Branch in the Department of Health and Social Services contacted the Yukon Bureau of Statistics in May, 2006 to undertake a survey of client satisfaction.

The survey, which had been conducted in 2001, 2002, 2004 and 2005, is a means for the staff of the Adult Services Unit to assess their service to their clients, which is the primary business of the Social Assistance Branch.

The survey, which asked clients to rate the services and staff working at the Branch, used questions similar to those used in previous surveys so that the results can be compared across the years and the Adult Services Unit can assess if there is improvement over time.

Thanks are due to those social assistance clients who took the time to respond to the survey.

Methodology

The Adult Services Unit of the Social Assistance Branch contacted the Bureau of Statistics in May, 2006 to administer and analyse the client satisfaction survey for their unit. This survey had been developed and administered in 2001, 2002, 2004 and 2005.

As a semi-autonomous unit within the Yukon Government, the Yukon Bureau of Statistics provides complete impartiality of analysis of survey results, as well as ensuring the confidentiality for individual survey results.

The 2006 Client Satisfaction Survey was mailed out in June 2006 to all social assistance clients, 666 in total, with a postage-paid return envelope included to facilitate mail-backs. Of those mailed-out forms, 108 were returned completed. Telephone follow-up of non-respondents resulted in an additional 231 completed surveys, for a combined total of 339. Compared to previous years, there were 343 completed in 2005, 320 completed in 2004, 341 in 2002 and 275 in 2001. The overall response rate for the 2006 survey was 51%, which was a decrease from previous years (52% in 2005, 55% in 2002, and 62% in 2001) except 2004, when the response rate was 47%.

There was a large number of potential respondents, 236 or 35%, whom the Bureau was unable to contact due to a non-working telephone number, cell number, or no telephone number at all. There were 44 respondents, or 7%, whom the Bureau was unable to contact due to no answer at the contact number provided or contact was only made via an answering machine. Another 28 respondents, or 4%, had valid contact numbers but were unavailable to complete the survey either because they were absent during the survey or because there were language issues. Three respondents (0.5%) were unable to complete the survey due to special circumstances (i.e. deceased or moved). There were 16 respondents, or 2%, who refused to participate.

Executive Summary

Reception/Front Office Staff

- In 2006, 87.0% of clients rated the reception/front office staff 'good' or 'excellent' in **answering their questions**; in 2005 this figure was 87.2%, in 2004 it was 87.9%, in 2002 it was 87.1% and in 2001 it was 84.4%.
- In 2006, 88.5% of clients rated the reception/front office staff 'good' or 'excellent' in **knowing what they were doing**; in 2005 this figure was 84.9%, in 2004 it was 83.4%, in 2002 it was 85.6% and in 2001 it was 87.7%.
- In 2006, 91.7% of clients rated the reception/front office staff 'good' or 'excellent' in being **polite/ respectful**; in 2005 this figure was 92.4%, in 2004 it was 86.6%, in 2002 it was 89.7% and in 2001 it was 90.8%.
- In 2006, 84.3% of clients rated the reception/front office staff 'good' or 'excellent' in being **quick to respond**; in 2005 this figure was 82.8%, in 2004 it was 81.2%, in 2002 it was 83.8% and in 2001 it was 84.7%.
- In 2006, 87.9% of clients rated the reception/front office staff 'good' or 'excellent' in being **patient**; in 2005 this figure was 90.0%, in 2004 it was 83.4%, in 2002 it was 84.7% and in 2001 it was 85.1%
- In 2006, 83.1% of clients rated the reception/front office staff 'good' or 'excellent' in being **personal and caring about their situation**; in 2005 this figure was 80.5%, in 2004 it was 75.0%, in 2002 it was 75.6% and in 2001 it was 80.8%

Answers to questions were:

- In 2006, 84.7% of clients rated the reception/front office staff 'good' or 'excellent' in being **clear**; in 2005 this figure was 86.9%, in 2004 it was 80.9%, in 2002 it was 80.8% and in 2001 it was 83.6%
- In 2006, 86.1% of clients rated the reception/front office staff 'good' or 'excellent' in being **timely**; in 2005 this figure was 83.7%, in 2004 it was 81.0%, in 2002 it was 77.0% and in 2001 it was 78.2%
- In 2006, 84.7% of clients rated the reception/front office staff 'good' or 'excellent' in being **helpful**; in 2005 this figure was 85.5%, in 2004 it was 80.7%, in 2002 it was 83.5% and in 2001 it was 86.6%

Case Managers

- In 2006, 81.1% of clients rated their case managers 'good' or 'excellent' in **answering their questions**; in 2005 this figure was 81.6%, in 2004 it was 85.3%, in 2002 it was 86.5% and in 2001 it was 86.9%
- In 2006, 82.0% of clients rated their case managers 'good' or 'excellent' in **knowing what they were doing**; in 2005 this figure was 80.8%, in 2004 it was 82.8%, in 2002 it was 84.8% and in 2001 it was 85.1%
- In 2006, 86.5% of clients rated their case managers 'good' or 'excellent' in being **polite/respectful**; in 2005 this figure was 87.1%, in 2004 it was 87.2%, in 2002 it was 87.5% and in 2001 it was 89.1%
- In 2006, 82.3% of clients rated their case managers 'good' or 'excellent' in being **quick to respond**; in 2005 this figure was 81.0%, in 2004 it was 81.9%, in 2002 it was 81.5% and in 2001 it was 84.0%
- In 2006, 84.6% of clients rated their case managers 'good' or 'excellent' in being **patient**; in 2005 this figure was 84.3%, in 2004 it was 83.7%, in 2002 it was 86.9% and in 2001 it was 87.9%
- In 2006, 82.6% of clients rated their case managers 'good' or 'excellent' in being **personal and**

caring about their situation; in 2005 this figure was 79.8%, in 2004 it was 80.1%, in 2002 it was 81.1% and in 2001 it was 82.6%

Answers to questions were:

- In 2006, 82.0% of clients rated their case managers 'good' or 'excellent' in being **clear**; in 2005 this figure was 82.8%, in 2004 it was 81.9%, in 2002 it was 84.2% and in 2001 it was 85.1%
- In 2006, 80.5% of clients rated their case managers 'good' or 'excellent' in being **timely**; in 2005 this figure was 80.5%, in 2004 it was 80.9%, in 2002 it was 81.3% and in 2001 it was 79.3%
- In 2006, 81.4% of clients rated their case managers 'good' or 'excellent' in being **helpful**; in 2005 this figure was 80.1%, in 2004 it was 80.0%, in 2002 it was 83.6% and in 2001 it was 82.6%

Overall, in 2006, 85.9% of the clients reported being 'somewhat satisfied' or 'very satisfied'; in 2005 this figure was 96.4%, in 2004 it was 87.2%, in 2002 it was 88.6% and in 2001 it was 84.1%

Overall Details

Reception/Front Office Staff

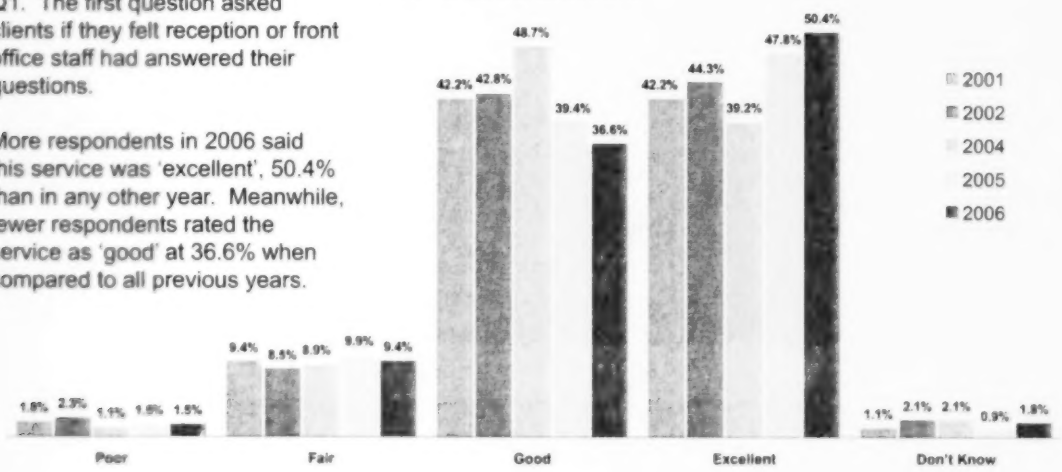
Clients of the Adult Services Unit were asked to rate services based on their experience. The first section of the survey related to their experience when dealing with reception and front office staff. Clients were asked to rate different areas of service on a scale from 'Poor' to 'Excellent'.

All graphs show results from 2001, 2002, 2004 and 2005 along with findings from the 2006 survey for comparison.

Answered My Questions

Q1. The first question asked clients if they felt reception or front office staff had answered their questions.

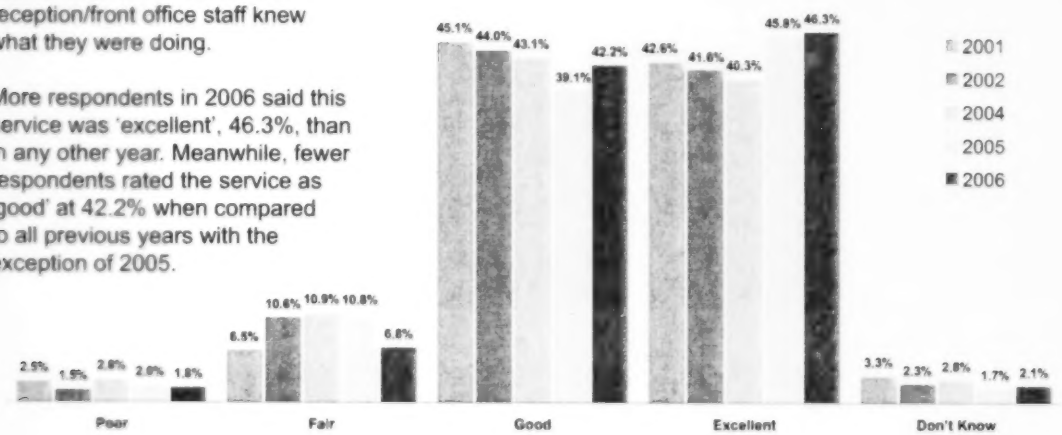
More respondents in 2006 said this service was 'excellent', 50.4% than in any other year. Meanwhile, fewer respondents rated the service as 'good' at 36.6% when compared to all previous years.

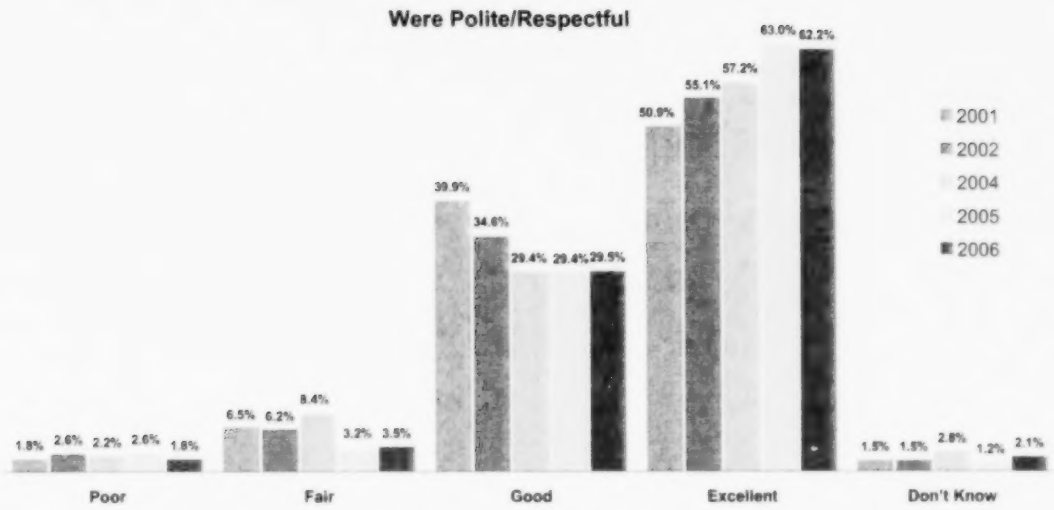


Knew What They Were Doing

Q2. Clients were asked if the reception/front office staff knew what they were doing.

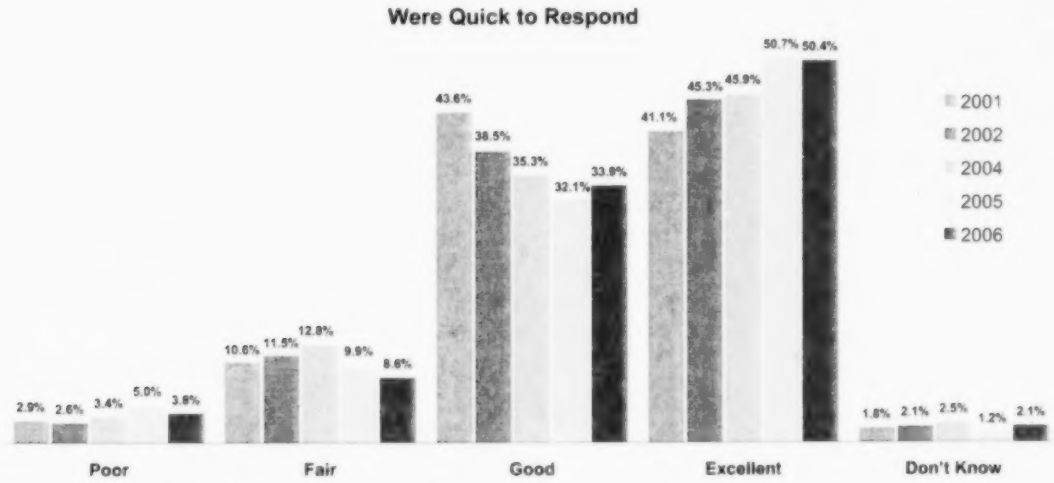
More respondents in 2006 said this service was 'excellent', 46.3%, than in any other year. Meanwhile, fewer respondents rated the service as 'good' at 42.2% when compared to all previous years with the exception of 2005.





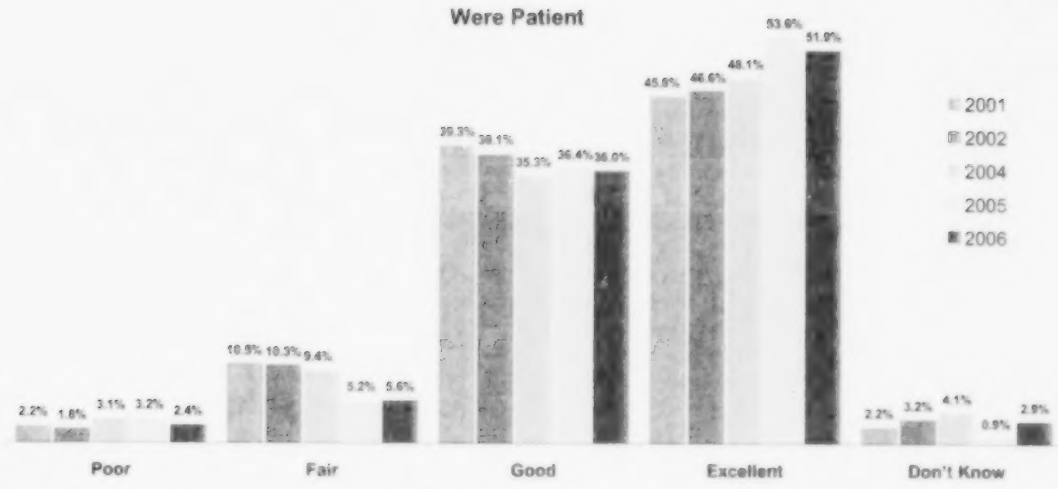
Q3. This question asked clients if they felt reception/front office staff were polite and/or respectful.

62.2% of respondents rated this service as 'excellent', more than any year except 2005. However, the amount who rated the service as 'good' remained consistent with the two previous years at 29.5%.



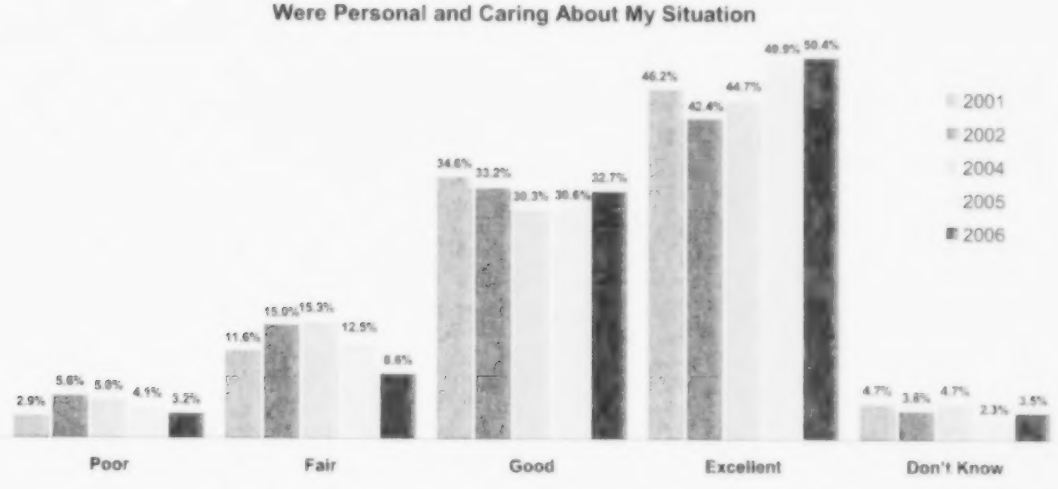
Q4. Clients were asked if reception or front office staff were quick to respond.

The number who said this service was 'excellent' in 2006 (50.4%) was very close to the number for 2005 (50.7%). These numbers were higher than the previous three years. Meanwhile, the number who said this service was 'good' was also close to the 2005 number (33.9% compared to 32.1%). These numbers were lower than the previous three years.



Q5. Clients were asked to rate the office staff on patience.

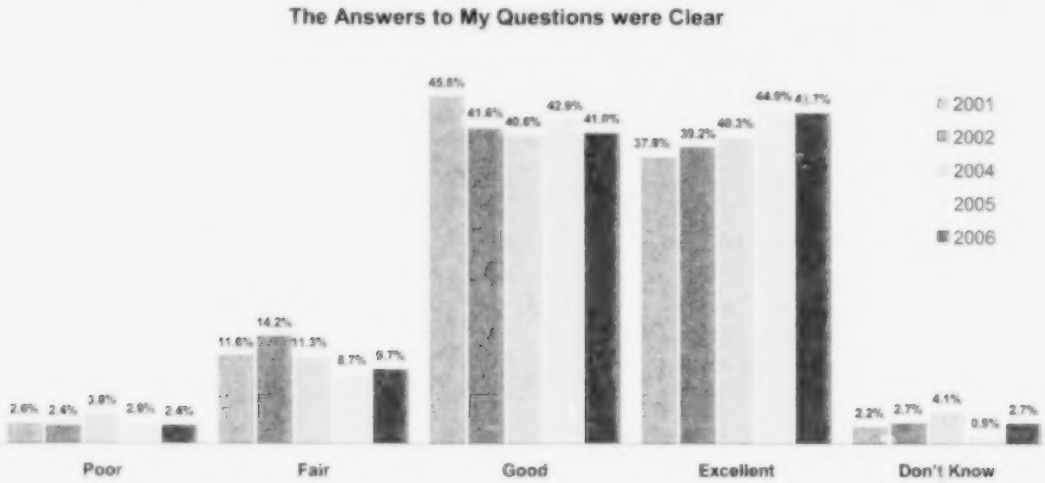
The number of respondents in 2006 who rated the service as 'excellent' (51.9%) was slightly lower than the number for 2005 (53.6%), but higher than the previous three years. Meanwhile, the number who rated the service as 'good' (36.0%) remained close to the numbers for 2004 (35.3%) and 2005 (36.4%).



Q6. The next question asked if reception or front office staff were personal and caring about the clients' situation.

More respondents in 2006 said this service was 'excellent', 50.4%, than in any other year. 32.7% said the service was 'good', and 8.6% said the service was 'fair', which is the lowest number for any year since 2001.

The next set of questions clients were asked to answer focused on how they felt their questions were dealt with by the reception or front office staff. Clients were asked to rate different areas of service on a scale from 'poor' to 'excellent'.

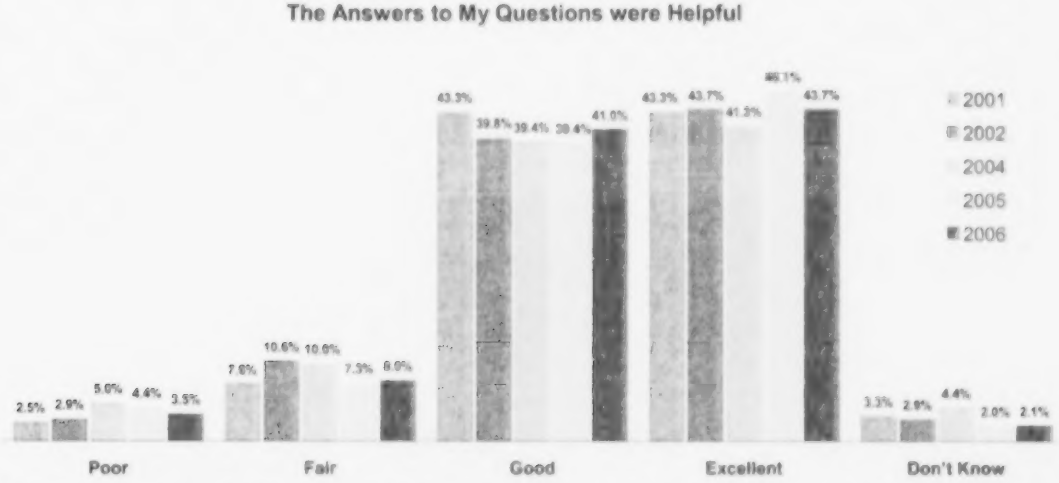


Q7. Clients were asked to assess whether they felt the answers to their questions were clear.

The percentage of respondents who said this service was 'excellent' has followed a general upward trend for the five years of the survey. The number for 2006, 43.7%, is almost the same as the number for 2005, 44.0%. Meanwhile, the percentage who responded 'good' has fluctuated somewhat over the past five years, with the number for 2006, 41.0%, lower than all but the number for 2004.

Q8. The next question in this area asked if clients thought their questions were answered in a timely manner.

Again, more respondents, 44.2% in 2006 said this service was 'excellent' than in any other year. 41.9% of respondents rated the service as 'good' which was very close to the responses given in 2001, 2004, and 2005. Fewer respondents said 'poor' in response to this question, 6.2%, than any other year of the survey.



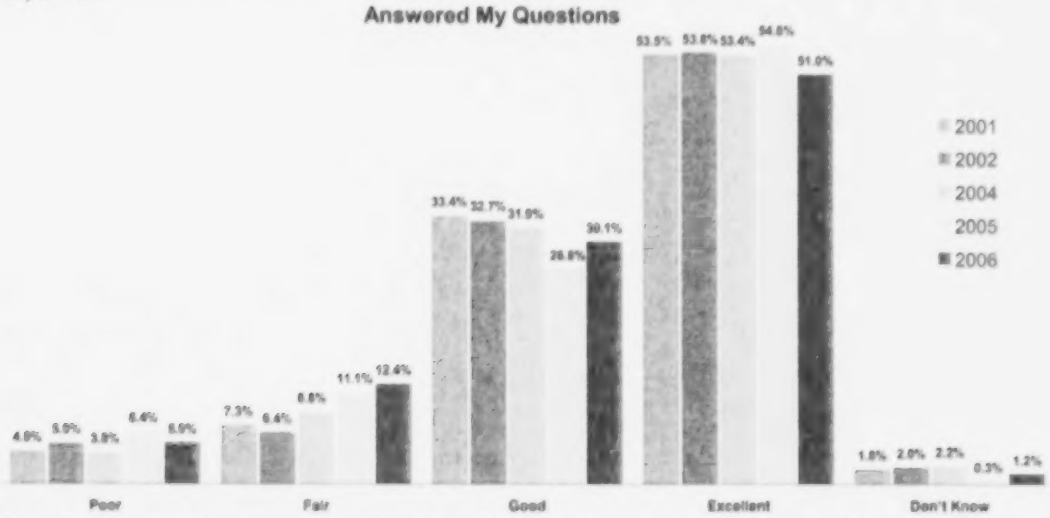
Q9. The final question in this area asked clients to rate how helpful the reception and front office staff were in answering their questions.

In 2006 43.7% of respondents rated this service as 'excellent', while 41.0% rated this service as 'good'. Both numbers are about average for the ratings of the previous four years.

Case Manager

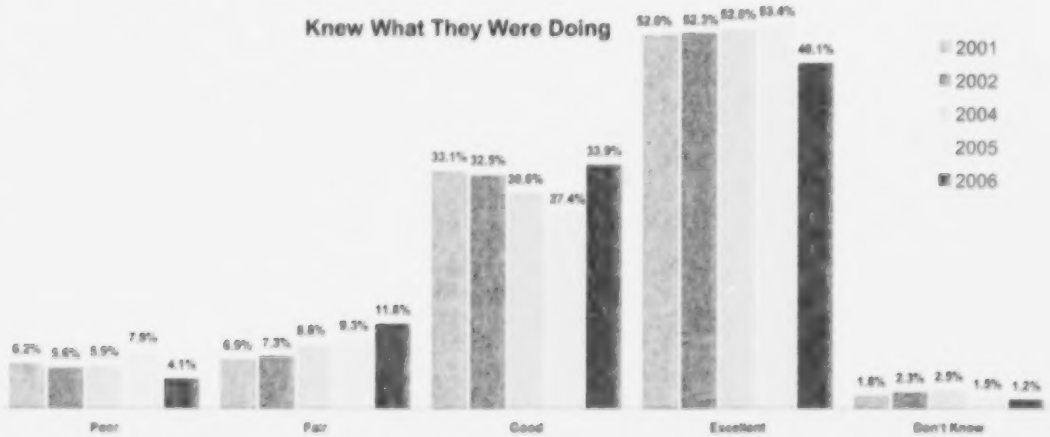
Clients of the Adult Services Unit were also asked to rate the service they received based on their experience when dealing with their Case Manager. Clients were once again asked to rate the same areas of service on a scale from 'poor' to 'excellent' for Case Managers.

All graphs show results from 2001, 2002, 2004 and 2005 along with findings from the 2006 survey for comparison.



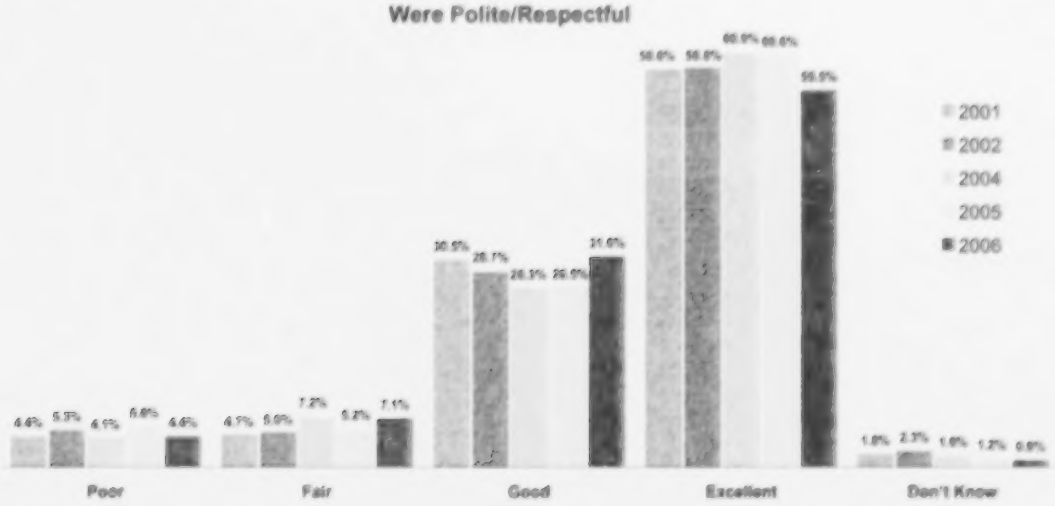
Q10. Clients were asked to rate how their Case Managers had answered their questions.

Fewer respondents in 2006 said this service was 'excellent', 51.0%, than in any other year. The rating for 'good' (30.1%) was also lower than all other years except 2005 (26.8%). More clients rated this service as 'fair' at 12.4% than in any previous year.



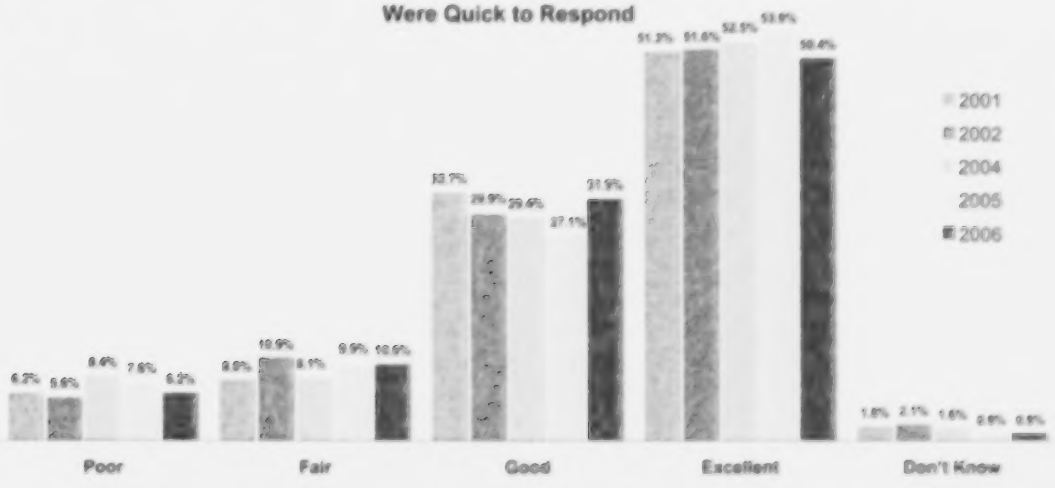
Q11. Clients were asked to rate their Case Manager on whether the Mangers knew what they were doing.

In 2006, fewer respondents rated this service as 'excellent' (48.1%) than in any other year. However, more respondents rated the service as 'good' (33.9%) or 'fair' (11.8%) than in any previous year.



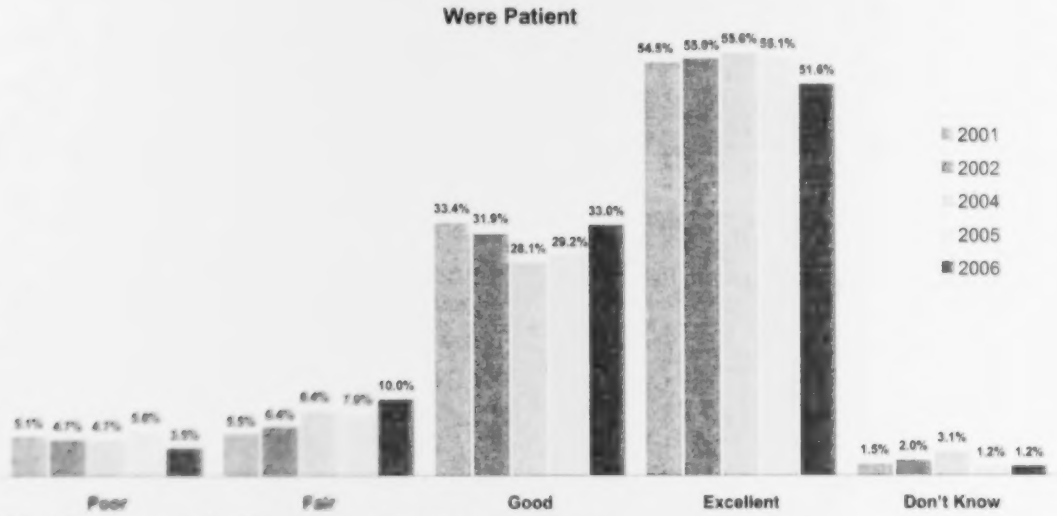
Q12. This question asked clients to rate how polite and/or respectful their case manager was to them as clients.

In 2006, fewer respondents rated this service as 'excellent' (55.5%) than in any other year. However, more respondents rated the service as 'good' (31.0%) than in any previous year.



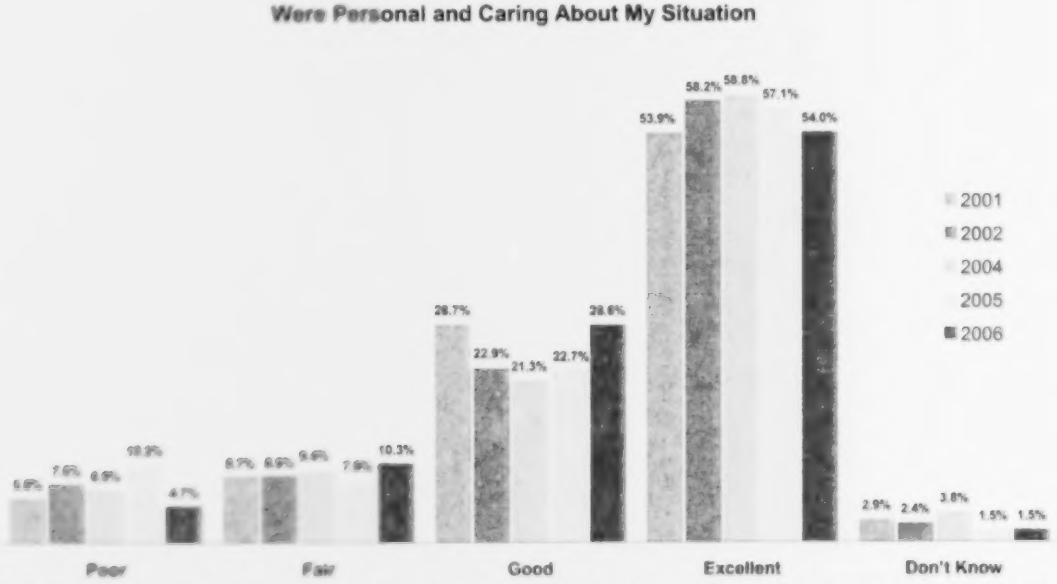
Q13. Clients were asked to rate the service level of how quick case managers were to respond to them.

Again, fewer respondents in 2006 said this service was 'excellent', 50.4%, than in any other year. 31.9% of respondents rated the service as 'good', more than any other year except 2001, which was at 32.7%.



Q14. Clients were asked to rate case managers on patience.

Fewer respondents in 2006 rated this service as 'excellent' (51.6%) than any other year. More respondents, 33.0%, rated the service as 'good' when compared to all years except 2001, when it was at 33.4%. 10.0% said the service was 'fair' which was higher than any other year in the survey.



Q15. The next question asked clients to rate how personal and caring the case managers were about the clients situation.

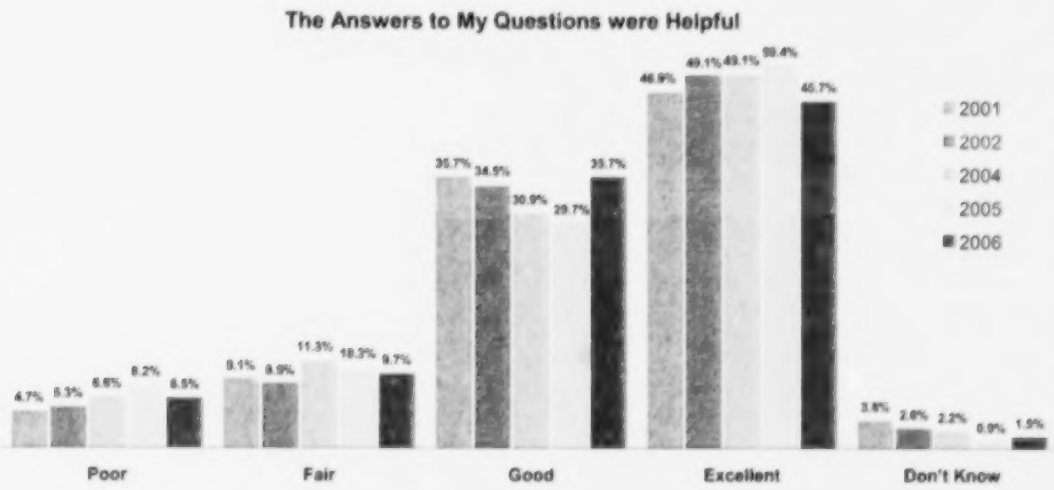
The number of respondents who said the service was 'excellent' has been on a downward trend since 2004 (58.5%), continuing with 2006 at 54.0%. Meanwhile, the numbers for 'good' have had a corresponding upward trend from the low in 2004 (21.3%) to the high in 2006 (28.6%). Also, more clients rated this service as 'fair' (10.3%) than any other year.

Q16. Clients were asked to assess whether they felt the answers to their questions received from case managers were clear.

The 2006 respondents' answers about this service being 'excellent', 47.2%, were average when compared with the previous years. There were 34.8% of respondents who said the service was 'good', which is close to the numbers from 2002, 2004 and 2005. There were 10.6% of respondents who felt the service was 'fair' which was more than in any other year.

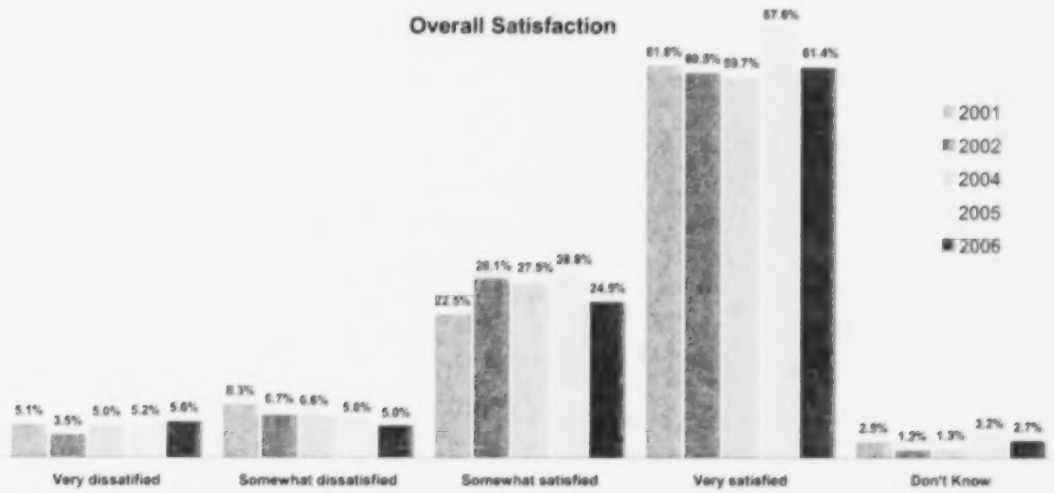
Q17. The next question in this area asked if clients thought their questions were answered in a timely manner by their case managers.

Only 46.0% of respondents felt this service was 'excellent', the lowest number since 2001. However, after a downward trend, the numbers for 'good' were back at 34.5%, the same as in 2002.



Q18. The final question in this area asked clients to rate how helpful their case managers were in answering their questions.

In 2006 only 45.7% rated this service as 'excellent', lower than in any other year. However, the 2006 rating for 'good' was 35.7%, back to where it was in 2001 before there was three-year downward trend.



Q20. Clients were asked to rate how satisfied they were overall with the services they received from the Adult Services Unit at the Social Assistance Office.

In 2006 there were 61.4% of respondents who rated their overall satisfaction as 'very satisfied', similar to the numbers from 2004, 2002 and 2001. 24.5% of respondents reported being 'somewhat satisfied', which is the lowest number since 2002. The number that reported being 'somewhat dissatisfied' is the lowest of all the years at 5.0%, while the number of those who reported being 'very dissatisfied' (5.6%) remained fairly consistent with the numbers for 2001, 2004 and 2005.

Long-Answer Questions

Q21. If there were only one thing you could suggest to improve the service you received, what would it be?

More Money (46 Comments, 28%)
There needs to be more money for clothing.
Provide money for emergency situations, i.e., family emergencies.
Increase the allowance. Everything is going up except the money I receive.
Better help for going to school and more money.
The amount of money to be adjusted to the cost of living.
More help for child care.
More financial and medical help for single mothers.
Improve the furniture allowance so one can buy furniture from any place. One cannot buy a good bed and mattress for $5.00, but at a moving out sale one can get many things.
Case Workers (16 Comments, 10%)
Quit changing the social workers or at least let us know ahead of time.
Don't keep changing our case managers around. It gets tiring telling your story over and over.
Reduce case load on case managers.
Clear understanding of each individual case. There seems to be doubt between the case worker and the people upstairs which causes stress.
One case worker per client. I have had many case workers, which make things confusing.
Make it easier for people to switch case workers in Whitehorse.
Minimize the number of workers I have. I have had too many different case workers and I had to keep saying my story over again. Within six months I probably had six workers.
More employees to look after the clients.
Be More Understanding (10 Comments, 6%)
Case workers that help you correct mistakes that have been made with your cheque.
To be seen as a person not just a number. There is the sense that unless there is an emergency you are just a number.
People get clumped together, make it more individual according to their circumstance.
To hire people who really care, not $50,000.00 a year heartless, self-centered, arrogant people who think they own you.
Everyone should be treated the same and I should not have to feel like I'm begging for help when I actually need the service.
Empathy! Because it's a government office it's very regulated, matter of fact, to the point of robotic. I actually had regulation quoted to me.
Cheque Handling Process (13 Comments, 8%)
Direct Deposit for cheques would be great.
Automatic monthly disability cheque unless address, etc. changes.
The mail delivery of cheques is unreliable and creates stress. Pick up is much better and should be allowed. Let us know if mail delivery is compulsory.
They should call me to let me know when there's a cheque ready for me. I feel like I'm interfering when I call there.
Communications (18 Comments, 11%)
When another case manager takes over they should know what's going on.
The office staff need to take their time and talk to people.

Clearer communication by the case workers. I found it frustrating to get clear communication with my case worker. It could have been me but sometimes I misunderstood her.
Case managers should not be rude.
They need to have better communication between front office staff and case workers.
The case worker cannot bring her personal life into work.
Spend more time with the client.
More clear communication between the staff.
That first time applicants are better informed about what Social Assistance does and does not cover (like prescriptions, dental, etc.). Everyone has been excellent about answering my questions but it would be nice to have some kind of handout to refer to instead of having to go in and ask someone all the time.
Working with Clients Who have Disabilities (5 Comments, 3%)
To have a disability dept for those who cannot work, yet can keep some of their pride in the community.
More one-on-one time with your case worker who can help a disabled person and try and place them into work.
There needs to be more help with disability applications and information as where to apply.
People with disabilities should have their cheques automatically deposited in the bank, this would make it easier for some.
Program or Policy changes (21 Comments, 13%)
They need to pay me as a caregiver. I am a caregiver but I happen to also be a relative. I want a level playing field. I feel they don't treat caregivers or relatives with respect.
A faster computer for them.
Do not take child support payments off the assistance amount received by the client.
Having to go in to the office every month is crazy. My son is Down Syndrome; it's not going away.
Do a check up on social workers more often than once a year.
Increase the budget or programs to rehabilitate older clients.
When you need extra help there should be money available that you don't need to pay back.
Yukon could take a lead in multi-dimensional approaches to addictions: harm reduction, treatment options, etc.
Social Assistance and Yukon Housing need to work together for the people who have both.
Better filing system, they lost my files a couple of times.
Office Reception Area (4 Comments, 2%)
The ladies at the front desk could give more information to you.
A better answering service should be setup. Currently if you don't press 1, 2 or 3 it disconnects. It should pass to reception so you can talk to someone.
More people working at the counter.
Water and fruit in the waiting room.
Change Paperwork (6 Comments, 4%)
Those persons with a permanent disability should not need to fill in the monthly forms - automatic bank deposit would be very useful.
Cut the forms down in length. The take too long to fill in.
The sheet that the landlord had to fill out was a bit confusing so if they could make that easier.
Respond Quicker, Speed up Processes (9 Comments, 5%)
They need to respond quicker to my needs.
Better communication, faster response time.
Make it easier to talk with my worker. They're very busy. I call and get an answering machine.
Relations with Staff (9 Comments, 5%)
Live up to their mission statement.
Use courtesy and respect as the signs say.

Don't treat us like criminals.
The social workers need to change their attitude, lighten up, and be nicer.
The case manager needs to be more honest.
Training Opportunities (5 Comments, 3%)
A lot of the people that work [as] social workers need to work with the special needs kids so they know what to suggest or not to suggest.
The social workers should attend workshops periodically reminding them that their clients are only there because they need money in order to survive. This seems to be easily forgotten.
The management should have a training session on Hep-C and how that affects a person and what the medication does to a person.
Child Tax Benefit (3 Comments, 2%)
Stop deducting the Child Tax Credit off my cheque. That sure would help.
Housing Options (3 Comments, 2%)
By not taking so much rent off the cheque when you're with Yukon Housing.
Help clients find a place to live.
Better housing.

Q22. Additional Comments

Thankful, Satisfied, Good Service (50 Comments, 37%)
The Whitehorse office is one of the best in Canada.
Thank you for caring.
They've made it much easier for me because there is someone that speaks French there.
I appreciate so much that everyone at Social Assistance has treated me with dignity and respect.
My case worker was excellent.
Not Enough Money (17 Comments, 13%)
They give you a winter clothing allowance but what about the rest of the year. I have holes in my underwear.
Just to live we had to borrow money from friends. I'm in debt up to my eyeballs.
Social assistance hasn't changed bottom line dollar to clients for over fifteen years. That is criminal! This a violation of intent!
It was a pitiful amount of money. We suffered the whole time we were on assistance, near starvation.
Improve Service (30 Comments, 22%)
It's a very secretive department, you find things out through others. It's hard to get information from them. They aren't there helping you like they pretend they are. It's always their way. I'm very dissatisfied.
Case workers should have to go through the system so they would know what it is like.
When I call my worker and leave a message she doesn't call me back until the end of the day. It's often too late by then.
Some of the people behind the counter need a refresher on information. They think they know, but they don't. Then they give you wrong information.
On $50.00 bills there is a quote (Universal Declaration of Human Rights 1948). "All Human beings are born free and equal in dignity and rights." If only we were treated like that.
Miscellaneous (20 Comments, 15%)
Not knowing what caused the change, I would say the Plexiglas barrier is somewhat overdone.
If the office could try and co-ordinate flights with check-in times at accommodation places when you are sent outside for medical or make arrangements for earlier check-in when you arrive at 10:30 AM and can't check-in until 3:00 PM and you have sick children, it is just too much.

I was having to go in for every prescription but they finally gave me a card that pays for my prescription, what a difference. Thank you.
They've turned into a lending company to make up for the cost of living. They're trying their best but their hands are tied.
It is very hard to find somewhere decent to live when you have kids.
I'm finding it difficult. They say I have too much in my bank account but that money is for car insurance. Things are more expensive here in [a community] and I'm having to live off of $266.00 a month.
Review Policies (9 Comments, 7%)
I get a pension cheque once a month and it is almost always the same amount but I have to take it in each month and show them, I don't like doing that.
Legislation needs to change. Payments need to increase or deductions decrease to at least meet Canadian poverty level. How can people on S.A.S. possibly be in debt to S.A.S. if they have no assets? Living? Below Canadian poverty level.
I don't earn enough money as it is, so I shouldn't have to write an I.O.U. for extra money and then pay it back.
Addiction recovery options must be greatly increased. We have a serious epidemic.
"Do away with the two tier schedule A & B. It actually inhibits persons finding work. Allow persons, ""working poor"", to keep more of their income, not just a $100.00 a month. Work for Policy change and for education of the public in general. Create public and political will towards helping, really helping these less fortunate."
Support for Job Placement/Training (4 Comments, 3%)
I wish they would help me get an education and a computer so I could get a job.
There should be more training opportunities for the younger generation who could work but are on assistance.
They're misleading in regards to getting support to go to school. I had to get a letter from an employer promising work before they would pay for my schooling. It's degrading!
Cheque System (2 Comments, 1%)
We would rather pickup our cheques.
"There are a couple of snap dragons up front who really aren't good. Cheques will not be released until 2:00 no matter what your circumstances are. Sometimes you are sick or need to co-ordinate a ride to pick up your cheque. It is a real headache to not"

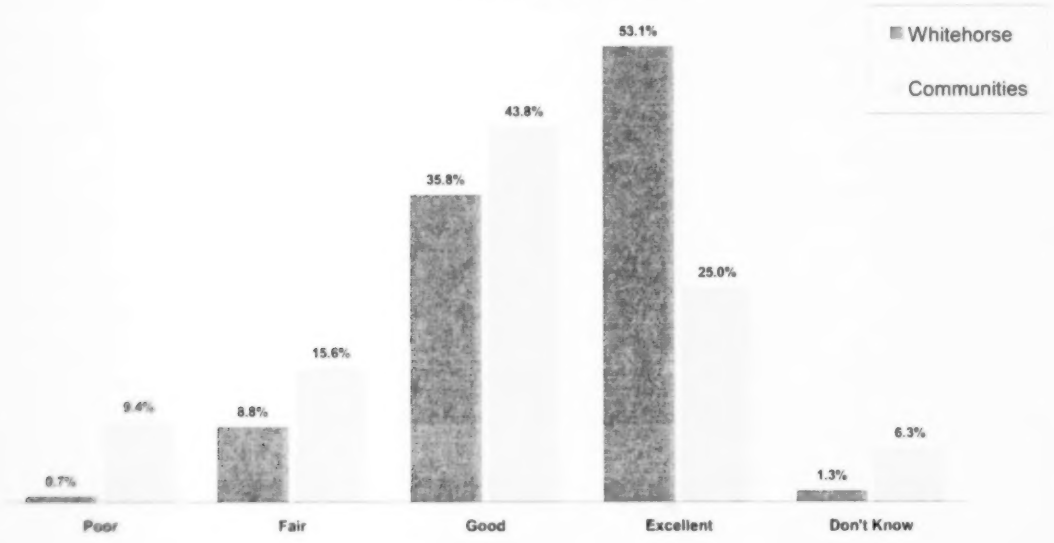
Whitehorse / Communities Comparison

Reception/Front Office Staff

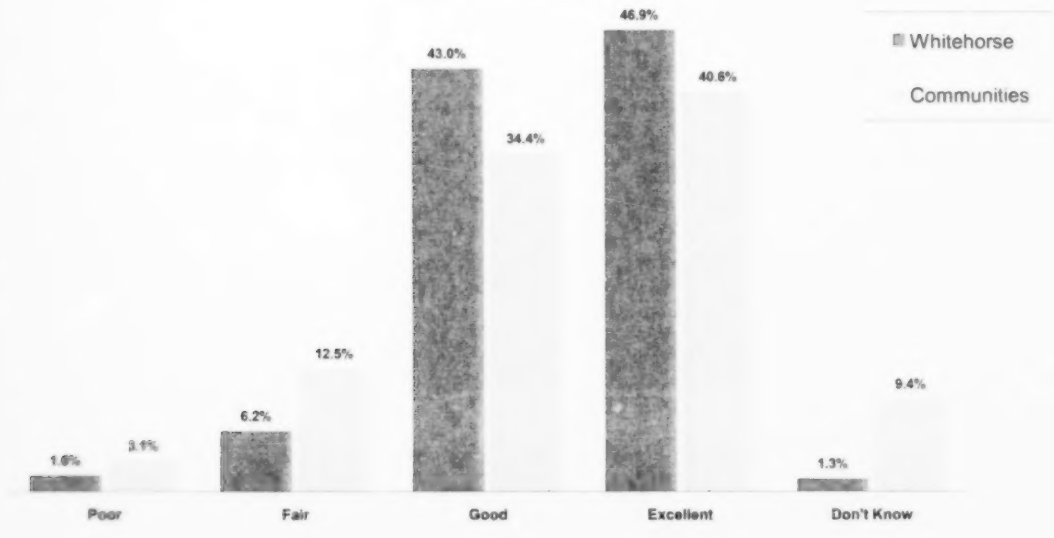
When viewing the following charts it is important to know that there were 307 respondents from Whitehorse, whereas there were only 32 respondents from the communities.

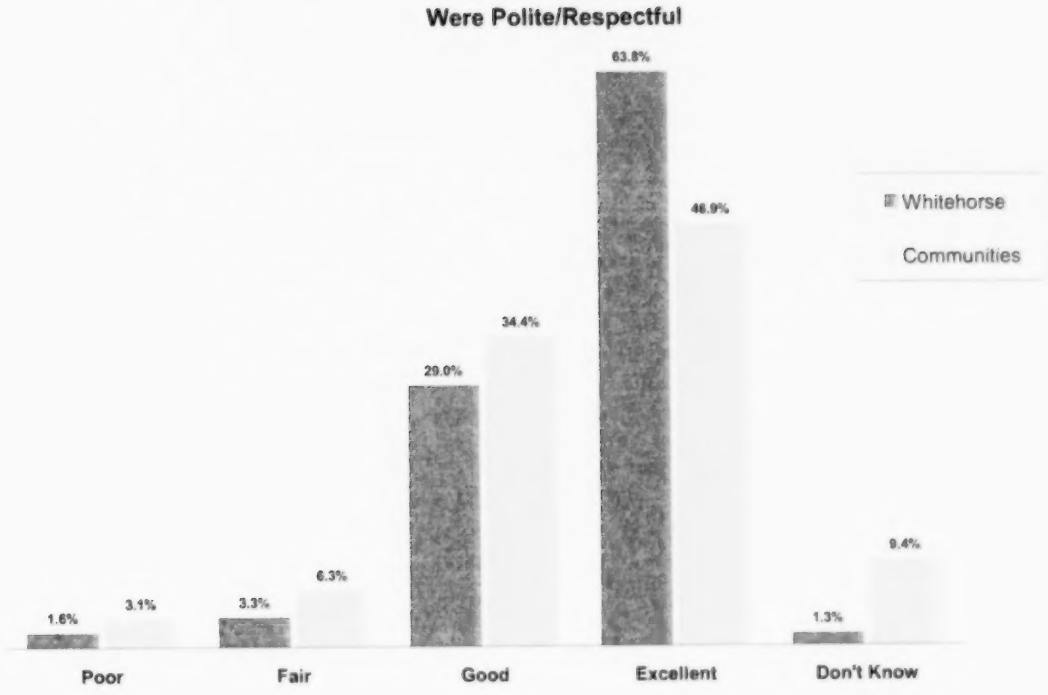
Clients of the Adult Services Unit were asked to rate the services of the reception/front office staff based on their experiences on a scale of 'poor' to 'excellent'.

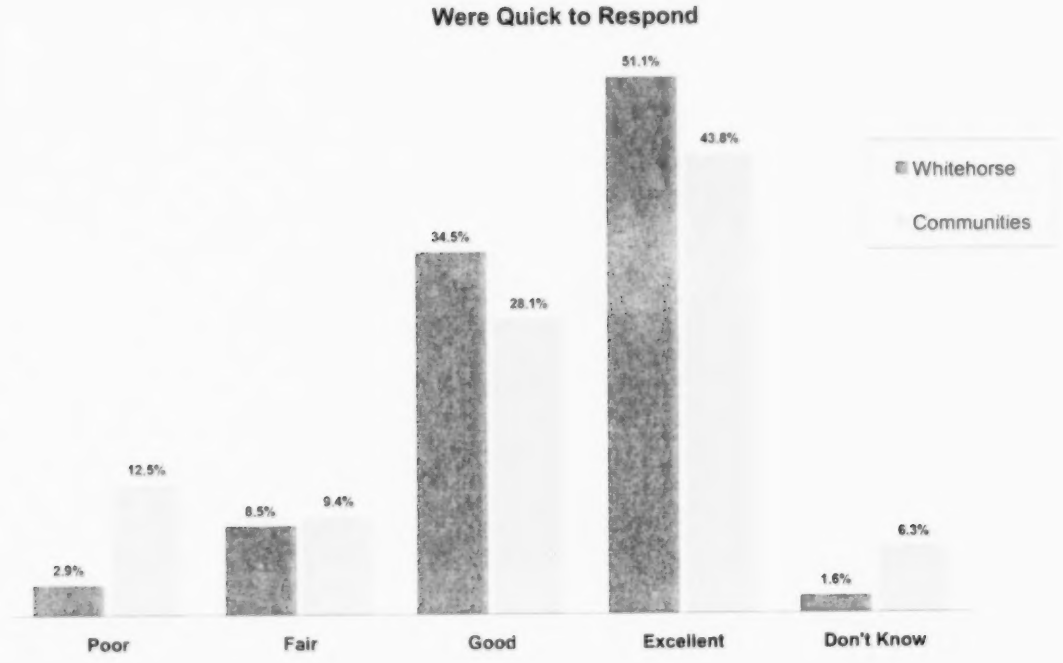
Answered My Questions



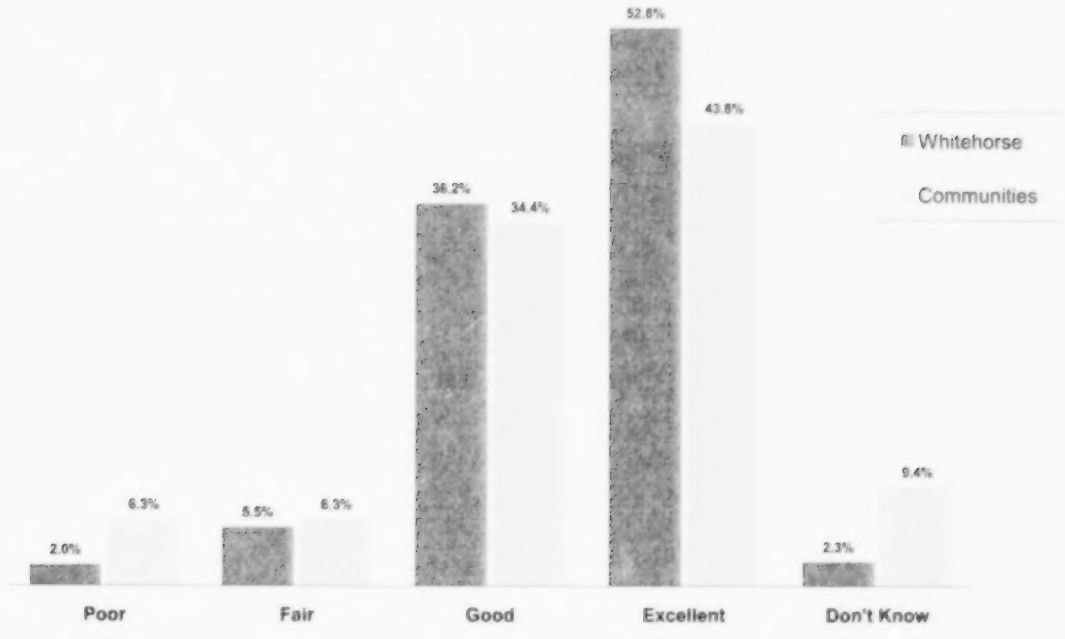
Knew What They Were Doing



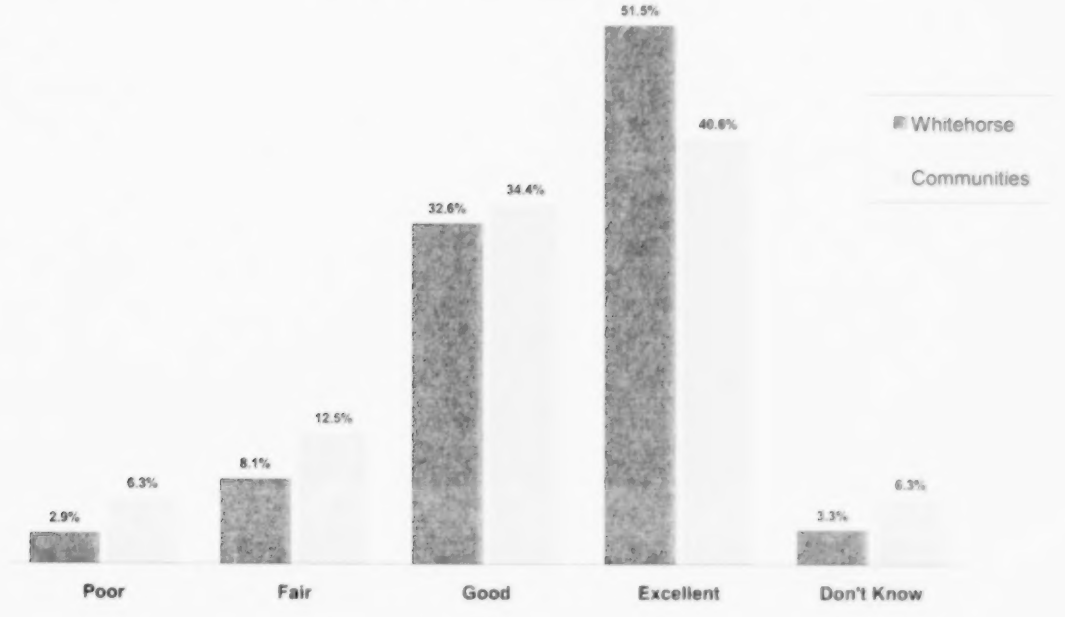

Were Polite/Respectful
63.8%
46.9%
34.4%
29.0%
9.4%
6.3%
3.3%
3.1%
1.6%
1.3%
Whitehorse
Communities
Poor
Fair
Good
Excellent
Don't Know

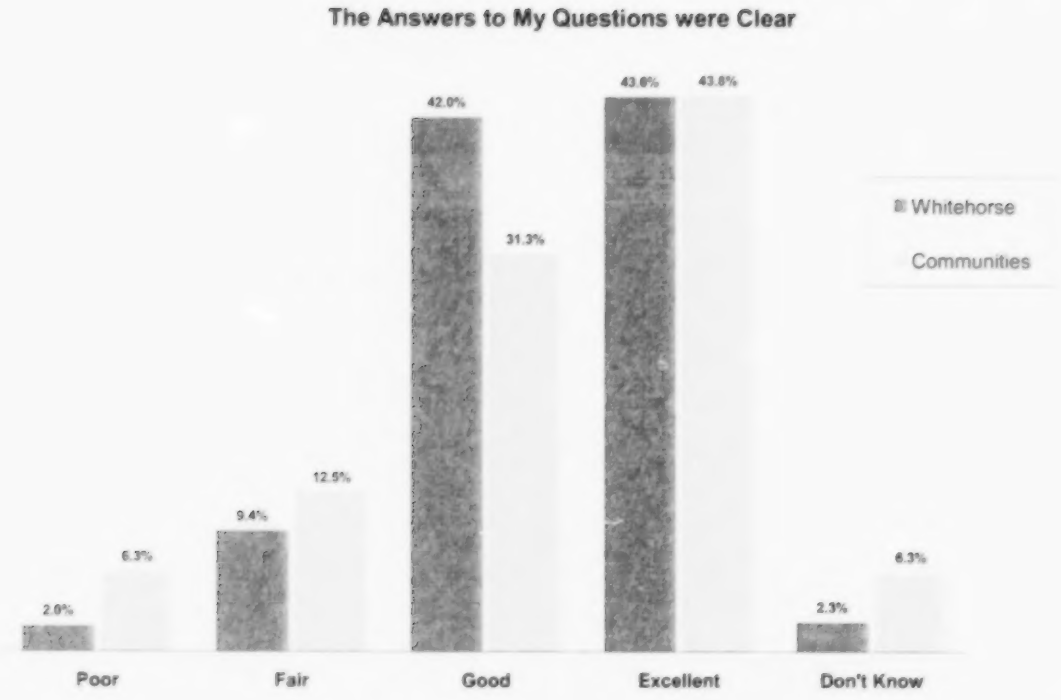

Were Quick to Respond
51.1%
43.8%
34.5%
28.1%
12.5%
9.4%
8.5%
6.3%
2.9%
1.6%
Whitehorse
Communities
Poor
Fair
Good
Excellent
Don't Know

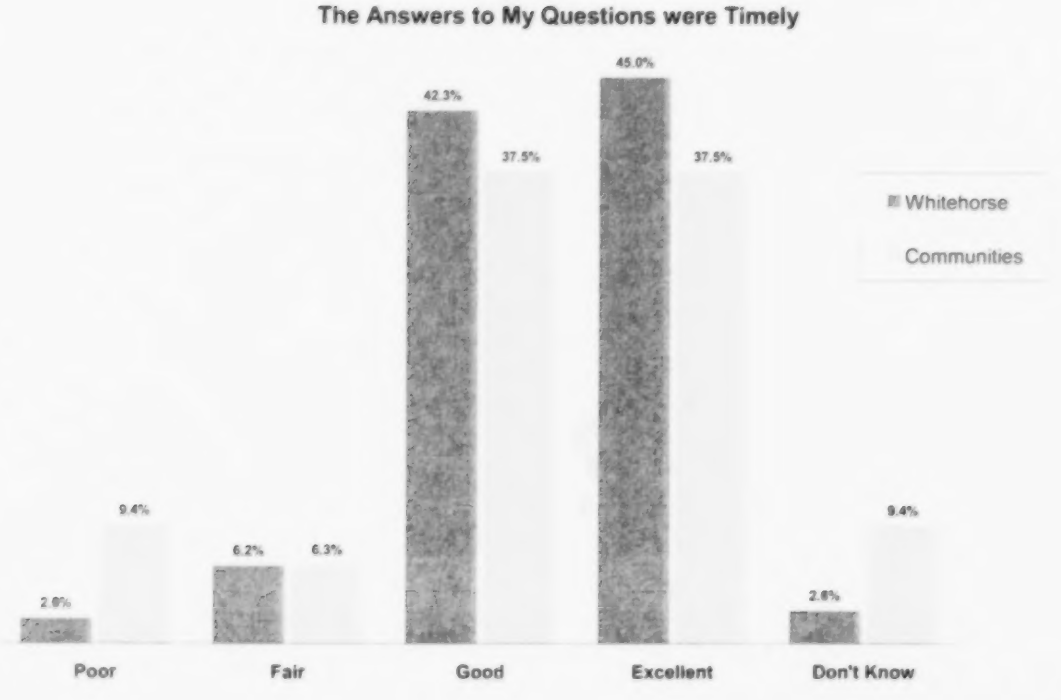
Were Patient

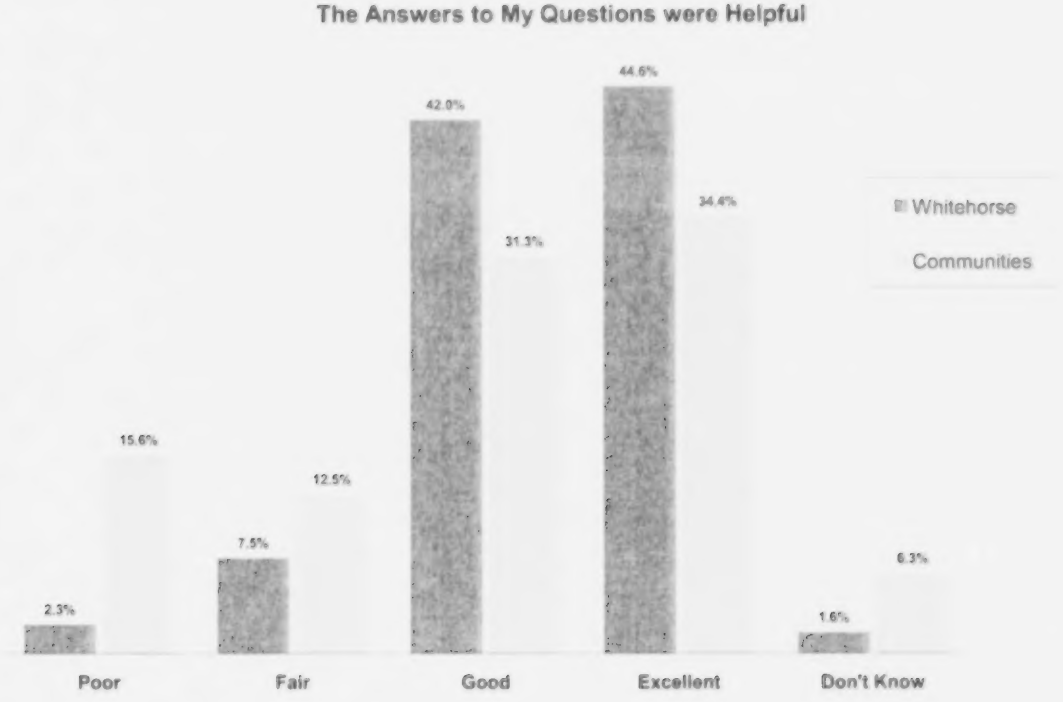


Were Personal and Caring About My Situation




The Answers to My Questions were Clear
2.0%
6.3%
9.4%
12.5%
42.0%
31.3%
43.8%
43.8%
2.3%
6.3%
Poor
Fair
Good
Excellent
Don't Know
Whitehorse
Communities

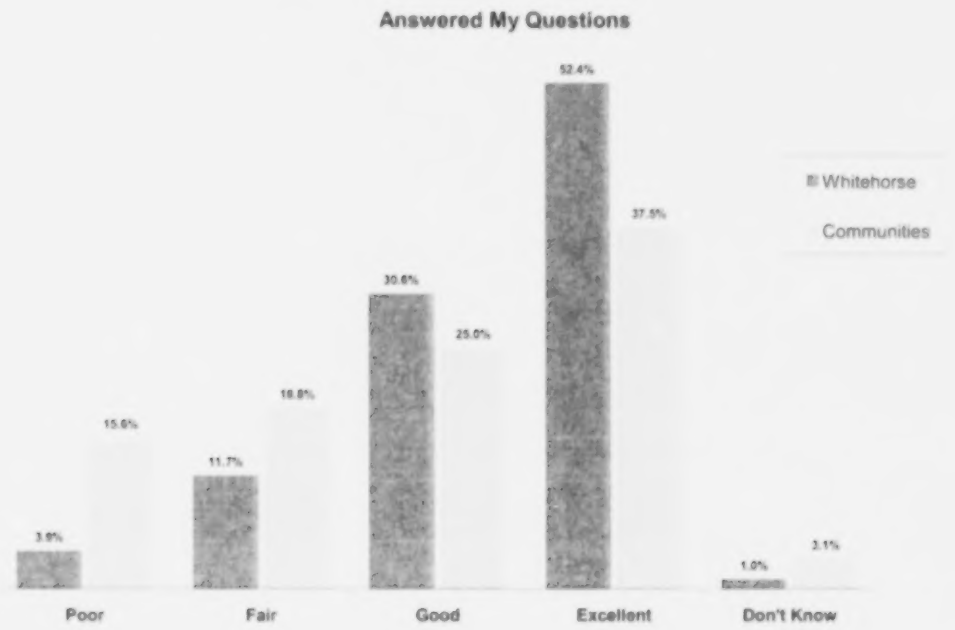

The Answers to My Questions were Timely
2.8%
9.4%
6.2%
6.3%
42.3%
37.5%
45.0%
37.5%
2.8%
9.4%
Poor
Fair
Good
Excellent
Don't Know
Whitehorse
Communities

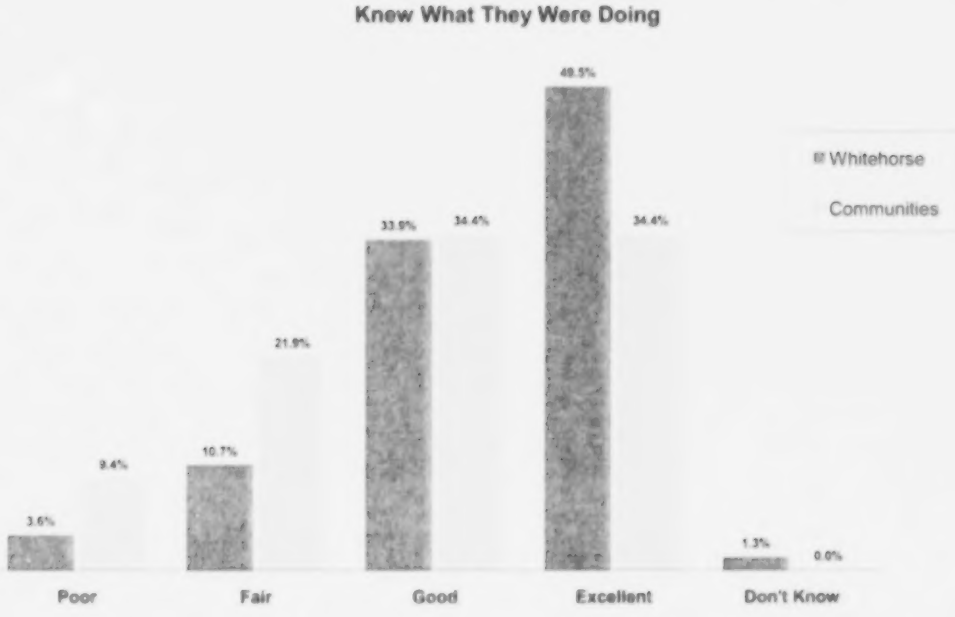

The Answers to My Questions were Helpful
44.6%
42.0%
34.4%
31.3%
Whitehorse
Communities
15.6%
12.5%
7.5%
6.3%
2.3%
1.6%
Poor
Fair
Good
Excellent
Don't Know

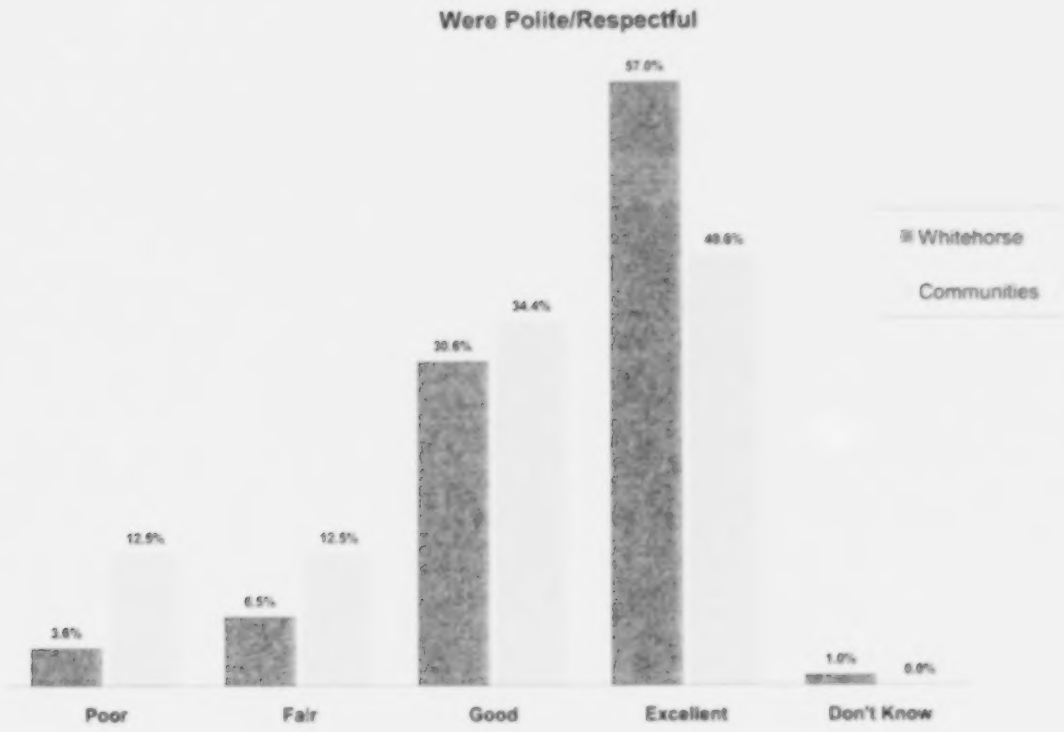
Case Manager

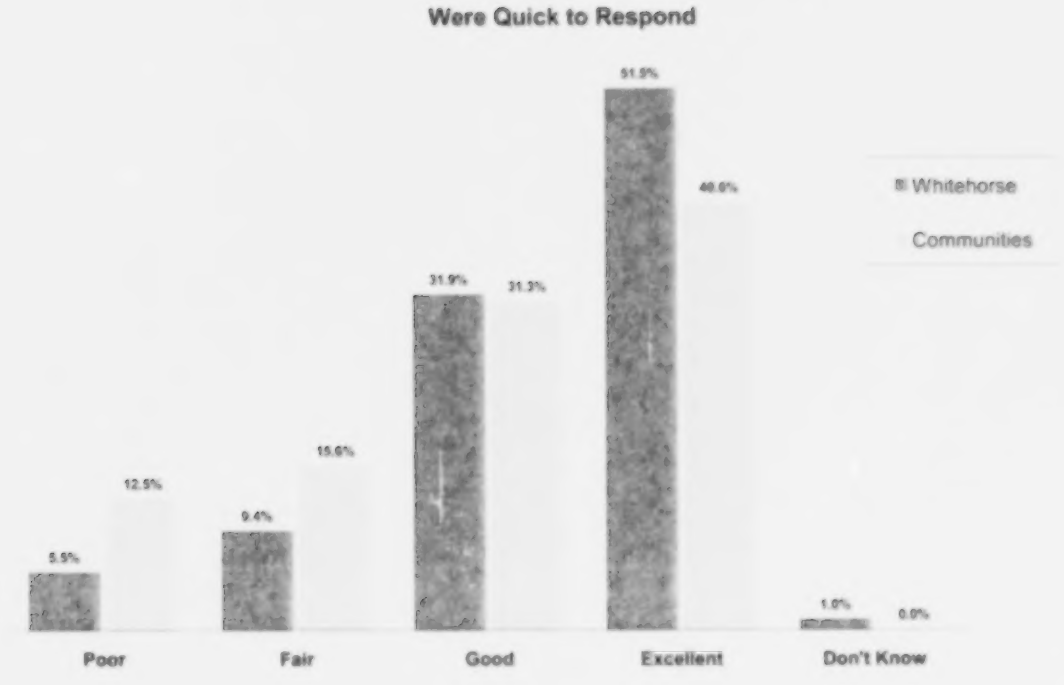
When viewing the following charts it is important to know that there were 307 respondents from Whitehorse, whereas there were only 32 respondents from the communities.

Clients of the Adult Services Unit were asked to rate the services of the case managers based on their experiences on a scale of 'poor' to 'excellent'.

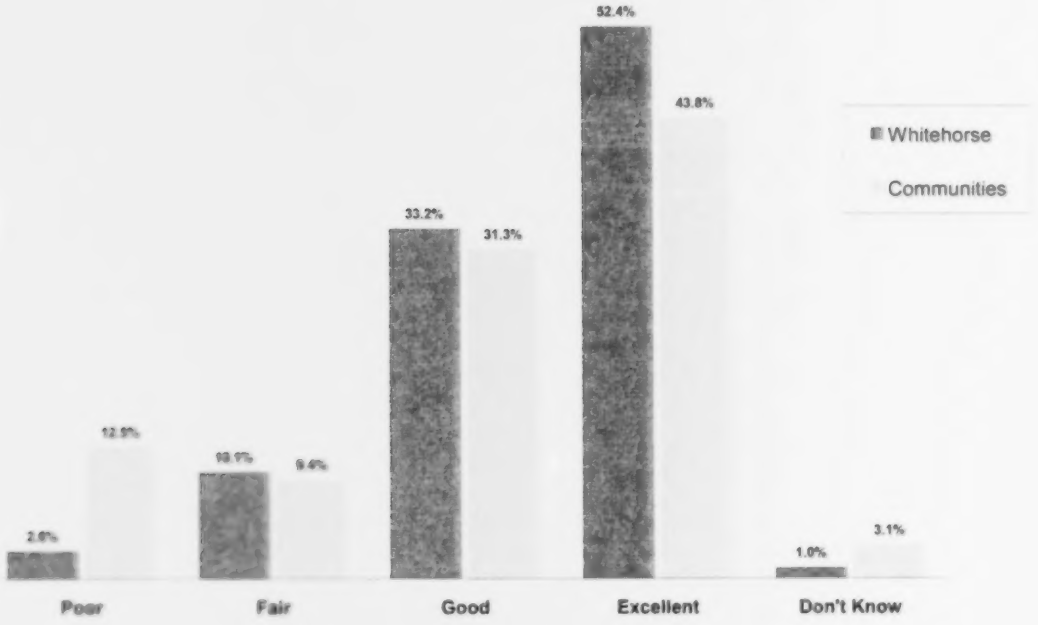




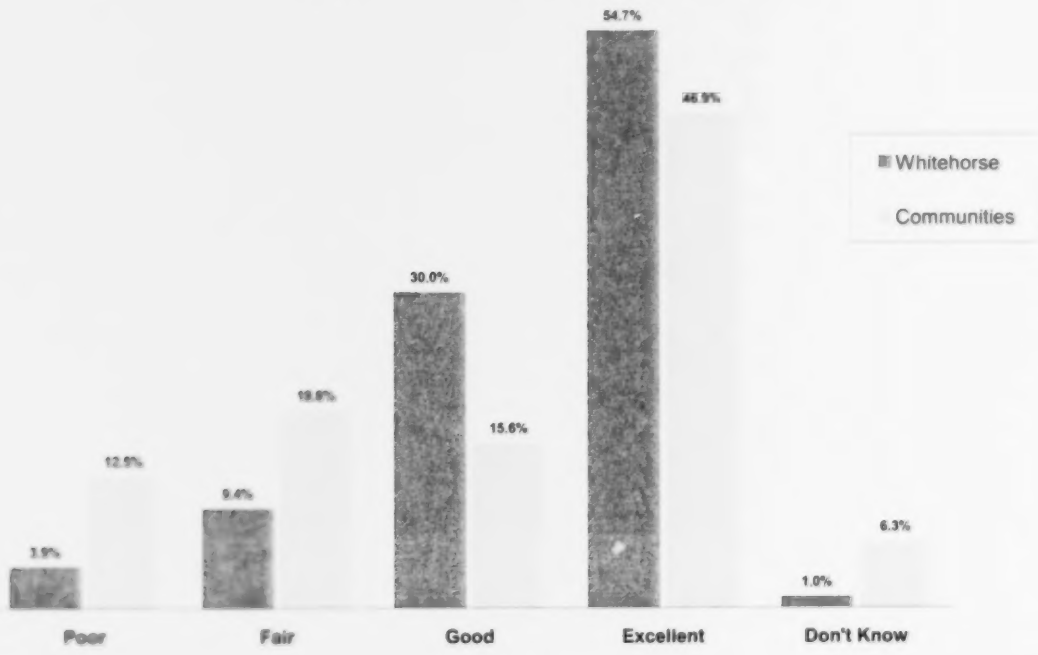

Were Polite/Respectful
57.0%
49.6%
34.4%
30.6%
12.5%
12.5%
6.5%
3.6%
1.0%
0.0%
Whitehorse
Communities
Poor
Fair
Good
Excellent
Don't Know


Were Quick to Respond
51.5%
49.6%
31.9%
31.3%
15.6%
12.5%
9.4%
5.9%
1.0%
0.0%
Whitehorse
Communities
Poor
Fair
Good
Excellent
Don't Know

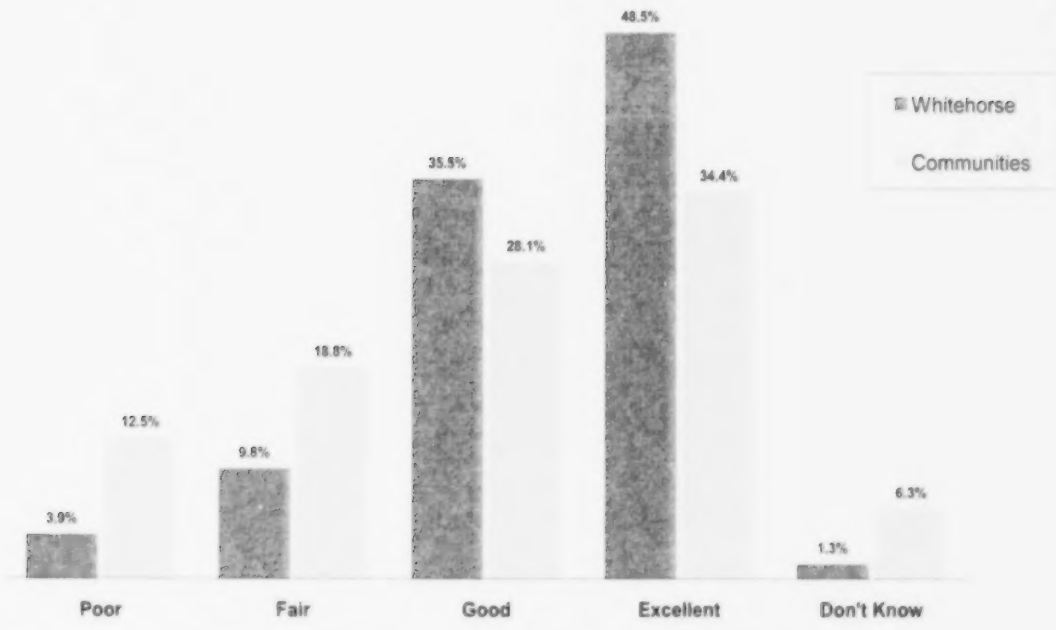
Were Patient



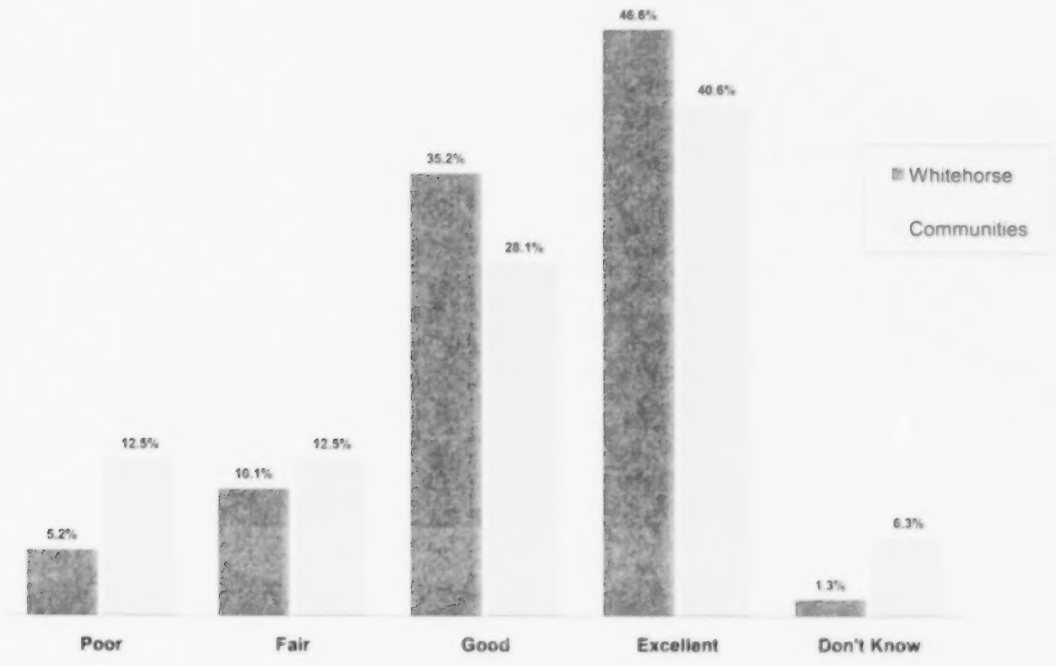
Were Personal and Caring About My Situation

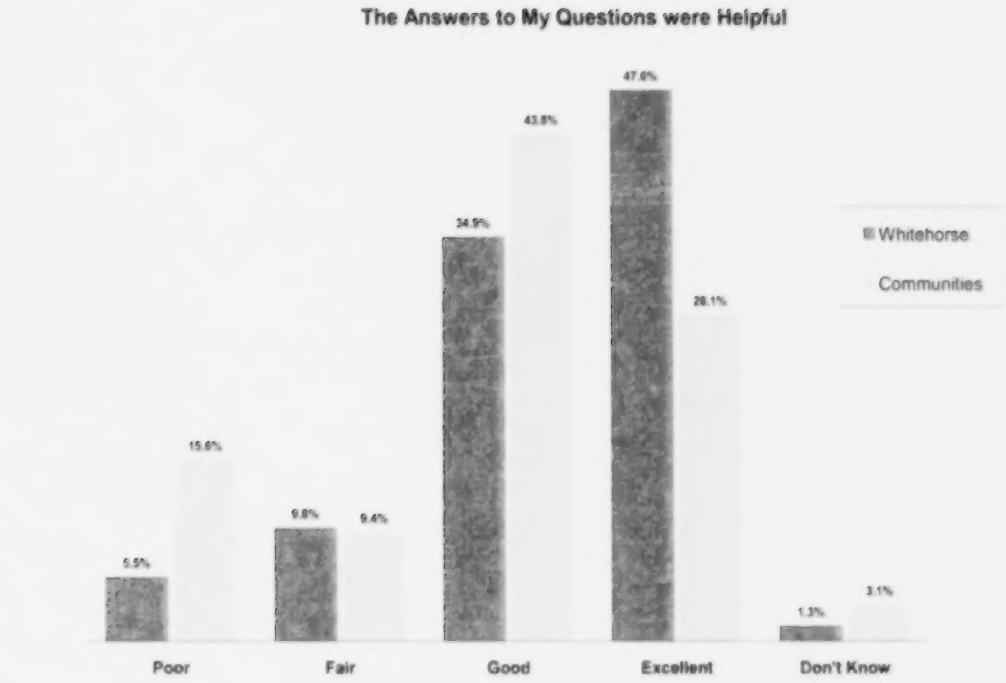


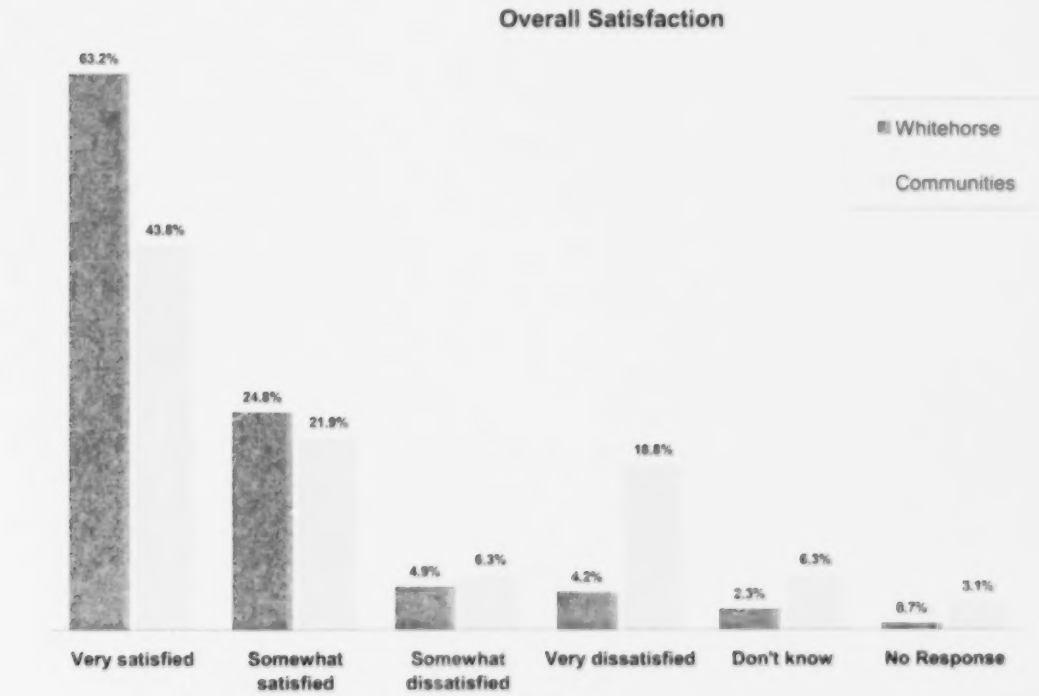
The Answers to My Questions were Clear



The Answers to My Questions were Timely




The Answers to My Questions were Helpful
47.6%
43.8%
34.9%
28.1%
15.6%
9.8%
9.4%
5.5%
3.1%
1.3%
Whitehorse
Communities
Poor
Fair
Good
Excellent
Don't Know


Overall Satisfaction
63.2%
43.8%
24.8%
21.9%
18.8%
6.3%
4.9%
6.3%
4.2%
2.3%
6.3%
0.7%
3.1%
Whitehorse
Communities
Very satisfied
Somewhat satisfied
Somewhat dissatisfied
Very dissatisfied
Don't know
No Response

APPENDIX: CLIENT SATISFACTION SURVEY FORM

INTRODUCTION

You can help us by completing this survey!

Every year we ask our clients what they think about how we are doing in providing services to them.

This survey is an opportunity for you to tell us what you think of the social assistance program and staff.

We have asked the Yukon Bureau of Statistics to run this survey for us. The Bureau will ensure that your comments are kept confidential, and that the report produced on the survey results will not identify any respondent - so please be frank and honest in your answers to our questions.

Please take a moment to fill out the survey and return it to us in the enclosed self-addressed, stamped envelope. You may also leave your completed form at the Social Assistance Office at:

3168 Third Avenue
Whitehorse

If you could mail it back to us or drop it off by **August 25** that would be appreciated.

THE SURVEY QUESTIONS

Please rate each of the items below based on your experience with the:

1) reception/front office staff and
2) your case manager

at the Adult Services Unit (in the Social Assistance Office).

Mark your choice by checking (☑) the best answer.

The Reception/Front Office Staff I Dealth With:

	Poor	Fair	Good	Excellent	Don't Know
1. Answered my questions	☐	☐	☐	☐	☐
2. Knew what they were doing	☐	☐	☐	☐	☐
3. Were polite/ respectful	☐	☐	☐	☐	☐
4. Were quick to respond	☐	☐	☐	☐	☐
5. Were patient	☐	☐	☐	☐	☐
6. Were personal and caring about my situation	☐	☐	☐	☐	☐

The Answers To My Questions were:

	Poor	Fair	Good	Excellent	Don't Know
7. Clear	☐	☐	☐	☐	☐
8. Timely	☐	☐	☐	☐	☐
9. Helpful	☐	☐	☐	☐	☐

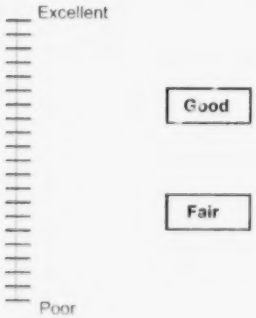
My Case Manager:

	Poor	Fair	Good	Excellent	Don't Know
10. Answered my questions	☐	☐	☐	☐	☐
11. Knew what they were doing	☐	☐	☐	☐	☐
12. Were polite/ respectful	☐	☐	☐	☐	☐
13. Were quick to respond	☐	☐	☐	☐	☐
14. Were patient	☐	☐	☐	☐	☐
15. Were personal and caring about my situation	☐	☐	☐	☐	☐

The Answers To My Questions were:

	Poor	Fair	Good	Excellent	Don't Know
16. Clear	☐	☐	☐	☐	☐
17. Timely	☐	☐	☐	☐	☐
18. Helpful	☐	☐	☐	☐	☐

19. Please help us to understand how you rated each of your answers for questions 1 through 18. If "Poor" is the lowest rating and "Excellent" is the highest, where on the scale would you put Fair and Good. Please draw a line to show where you would place them on the scale.



20. Overall, how satisfied were you with the services you received from the Adult Services Unit at the Social Assistance Office? Mark your choice by checking (☑) the best answer.

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

21. If there was only one thing you could suggest to improve the service you received, what would it be?

_____
_____
_____
_____
_____
_____

22. Please provide any additional comments you may have in the space below:

_____
_____
_____
_____
_____

Many thanks for the time you have taken to complete the survey!

You can pick up a copy of the report at the Yukon Bureau of Statistics, 4th Floor, Lynn Building, 308 Steele Street.

If you wish you may provide your name in the box below.

If you need to provide more information or to speak to someone directly, please call 667-5691 and ask for Tim Brady.

What do you think?

A survey of individuals on social assistance and what they think of the people and services of the Yukon's Adult Services Unit at the Social Assistance Office

Yukon
Executive Council Office
Bureau of Statistics